

County of Calhoun



Job Description

Job Title: Outreach Assistant
Department: 2800 - Library
Reports To: Bookmobile Supervisor
FLSA Status: Non-Exempt
Prepared Date: 08/15/2016
Approved By: 08/15/2016
Approved Date: 08/15/2016

Summary

Assists the Bookmobile Supervisor with Outreach activities. Under the supervision of the Bookmobile Supervisor, is responsible for the delivery of materials and basic patron services to patrons of the Calhoun County Library on the Bookmobile, via home delivery, and in other library service points in the County.

Essential Duties and Responsibilities

The duties outlined below represent the majority of responsibilities required to execute this position. Other duties may be assigned related to this type of work as necessary.

- Assists the Bookmobile Supervisor as required on the Bookmobile route.
- Registers library patrons and updates patron information with a high degree of accuracy in the ILS.
- Maintains knowledge and use of circulation functions of library's Integrated Library System (ILS) software; consults and shares information with fellow staff members.
- Covers patron services desk as needed.
- Coordinates with other County personnel to resolve problems encountered by patrons in checking out materials, and documents issues and patron complaints.
- Maintains awareness of new titles and recent additions to the collection; provides basic reader's advisory services to the public.
- Selects, prepares, and delivers materials to Express Point(s) for pick up and checkout by library patrons.
- Maintains accurate library material records related to Express Point and other assigned outreach locations.
- Provides basic technology assistance to the public in efficient use of library service points, including instruction in placing holds, picking up materials, and using self-check kiosks.
- Provides telephone technical assistance to patrons using self-serve kiosks.

Other Important Responsibilities

- Retrieves materials from the book return bins and prepares materials for holds and/or transit.
- General awareness of books and authors; acts as consultant or advisor to patrons.

- Remains aware of safety protocols and security issues and takes appropriate action as needed.
- Develops and participates in special projects and activities as assigned; performs other duties as assigned.
- May work occasional weekends, evenings, and community festivals.
- Has clear understanding of basic aims and services of library, policies, procedures, materials and practices.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Judgment - Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or

method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Two years of college or technical school training; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding in order to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

Knowledge of ILS software and Microsoft Office applications; ability to acquire and use constantly changing technology skills as required.

Communication Skills

Ability to instruct patrons in use of self-serve kiosks and resolve issues with library card use by phone and in person; ability to maintain excellent inter-departmental working relationship with Express Point host sites; ability to speak effectively before groups of customers or employees of organization.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger, handle, or feel and talk or hear. The employee must lift and/or move up to 25 pounds on a regular basis as part of delivery route. Specific vision abilities required by this job include close vision and distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically quiet, though bookmobile appearances at festivals and other community functions are often busy.

Calhoun County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This job description does not constitute an employment agreement between the County and the employee and is subject to change by the County as its needs and requirements of the job change.